

MARC Riders Advisory Council Meeting

October 20, 2016

4:30 pm – 6:00 pm

Hall of States, Room

Summary minutes

- I. Call meeting to order (Joe Conny, Vice-Chairman): Called to order about 4:32
- II. Introductions (Joe Conny)
- III. Review of September minutes (Christopher Field, Secretary):
 - a. Correction to item 7d
- IV. Review of September performance data (Donna Walsh, Chief Customer Communications Officer, MARC Train Service)
 - a. Report attached.
- V. Amtrak track work update (Dave Johnson “DJ”, MARC Assistant Chief Transportation Officer)
 - a. The track work between New Carrollton and Bowie is done and service has returned to three track (normal) operation.
 - b. Track work, has moved to between Gun Powder Bridge and Edgewood resulting in single-track operation. This has resulted in interference between southbound train 511 and the northbound equipment that becomes 517. In addition, Amtrak train 67 has been running late. Because of its tight schedule in DC, trains 409 and/or 511 have been held resulting in delays. Initially, the impacts on schedule were not expected to be significant enough to require schedule changes and a late 67 could not be anticipated. The work is expected to be done by mid November, before Thanksgiving.
 - c. In 2017, some weekend work on Penn Station is expected, but not expected to impact weekday service.
- VI. Review of upcoming holiday service schedules (DJ and Donna)
 - a. Veterans Day, 11 November will be an R schedule.
 - b. Over Thanksgiving: on Wednesday 23 November, the longer train sets will operate mid day and ?? trains will operate through to Martinsburg. No service on 24 November. An R schedule on Friday, 25 November.
 - c. Over Christmas week: Longer trains mid-day on 23 December. Normal Saturday service on 24, 31 December. No service on Sunday 25 December and 1 January.
 - d. 16 January, Martin Luther King day and 20 February, will be an R schedule.
 - e. “How many questions/comments were received and the R schedule?” Response was only about two, both from the Penn line requesting earlier service.
- VII. Old Business
 - a. Question about new station and safety signs. Signs have been approved. Contractor is getting on line. Work is expected to take about 6 months.
 - b. Eric Kolig reports that quiet car aggression is increasing.
 - Plan to release new signage with a “can do” list rather than a “can’t do” list.

- Eric asked if most quiet car issues go to “9” immediately or are they easily resolved. Those members who ride the quiet car reported that most issues are easily resolved.
- c. MARC people reported that operations center have been told to not use “Alert.” It was reported that the LED signs have not been displaying “Alert” for some time, so it is working.
- d. The LED train positions are running on “auto” and not using actual GPS position data. This is in part because the new MARC 4 cab cars are not equipped with the required GPS because of an anticipated system replacement within a few years. There was a request to investigate displaying no status if no info is available rather than implying the status is know. This will require going to contractor; the question will be posed to them.
- e. In September, it was asked if the LED signs could announce when the trains arrive on a low platform. The answer is “No” because the result is too much crowding on and near the tracks as the train arrives.
- f. There was a discussion about the paper signs with the car numbers (which car should be number one?). The hope and plan is to provide electronic car numbers eventually.
- g. The Amtrak ticket machines will be replaced sometime in the next 2 years. As part of that effort, MARC is planning a system that will permit purchase of tickets on and/or holding them on smart phones. Single ride tickets will likely be one day passes. It was suggested that public hearings be held. MARC. Note, I believe state law requires public hearings for changes in fare structure or ticket prices.

VIII. New Business, including questions and comments from guests

- a. Weekend service “very successful”. No plans (ability) to expand service because Amtrak says tracks are full.
- b. NEC comment sign from Nov 2015 still up at Aberdeen. Suggest removal to reduce confusion.
- c. Aberdeen underpass is a party place. Request patrols to reduce litter.
- d. Question asked about Harpers Ferry underpass wheel chair access plans. Station is a partnership, discussion about how but no specific plans.
- e. MARC has new system maps that will be shared at the November or January meeting. The new maps include straight line maps for inside the cars. Each car will have all three lines, since they move around.
- f. MARC announced that there is a new bus, #425, from Aberdeen to Baltimore downtown. This bus can provide an alternative to MARC.
- g. In response to SafeTrack #10, information and additional personnel are being provided at Kensington and Silver Spring stations along the Red Line to welcome and orient new riders. Many Brunswick trains, except those from/to West Virginia will have an extra car. November monthly will be honored on Monday, 31 October.
- h. Discussion about MARC service on inauguration day. There will be some service. Exactly what is not yet know.

IX. Meeting adjourned at 5:42.

Upcoming meetings (Third Thursday of each month 4:30 to 6:00

November 17, 2016

No December meeting.

January 12, 2017 ****2nd Thursday due to Inauguration****

February 16, 2017

March 16, 2017

Reminder: E-mail rail car or station defects to Donna Walsh – Dwalsh@mta.maryland.gov

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

MRAC		Amtrak		CSX	
June Brandt	x	Howard Carter	P	Joe Lisska	P
James Burrows-		Mike Tierney	X	Craig Wietscher	X
Steve Chan					
Joe Conny	X	Bombardier		MTA	
Charles Enders	P	Amika Anderson	X	Natiya Bennet	X
Christopher Field	X	Jeff Gaffney	X	David Johnson	X
LaToya R. Griffin		Katherine Read	X	Erich Kolig	X
Aviva Glaser		Matthew Sturgeon		Dean Del Peschio	
DeMyra Harvey		Tony Cox		Ross Turlington	
Jeff Jordan		Christohper Bastic		Donna Walsh	X
Kelly Kopeikin	X	Guests		Pat Keller	
Brian Love	X	John Morris	X		
Dan Sutherland Weiser	X	Raffi Guroian		Danyell Diggs	
Jaime Streeter Wilson					
Matthew Wingerter	p				
Cheryl Batis-Harris	X				



**MARC Train Service
On-Time Performance
September 2016**

			Month To Date	Year to Date
Brunswick Line	Brunswick		91.6%	94.2%
	Frederick		96.83%	95.29%
	West Virginia		97.62%	96.63%
	Total Brunswick Line		95.35%	95.37%
Camden Line			93.2%	93.87%
Penn Line	Baltimore		89.88%	92.49%
	Perryville		85.17%	91.61%
	Total Penn Line OTP		87.52%	92.05%
Bombardier OTP			94.17%	94.56%
Amtrak OTP			87.52%	92.05%
MARC SYSTEM OTP			90.61%	93.11%

Penn WEEKDAY – 87.22% month, 91.83% YTD

AM Southbound OTP (Trains 401-523): 87.30%
PM Northbound OTP (Trains 426-448): 88.09%
AM Reverse-flow OTP (Trains 400-412): 88.88%
PM Reverse-flow OTP (Trains 537-579): 82.14%

Trains below 90% (late more than twice, **red-bold lower than 80%**):

408 (86% month, 91% YTD)	447 (76% month, 82% YTD)
418 (86% month, 95% YTD)	449 (86% month, 87% YTD)
419 (86% month, 90% YTD)	502 (86% month, 95% YTD)
421 (66% month, 84% YTD)	511 (71% month, 91% YTD)
424 (86% month, 93% YTD)	517 (61% month, 86% YTD)
425 (86% month, 95% YTD)	536 (76% month, 78% YTD)
426 (86% month, 92% YTD)	537 (81% month, 91% YTD)
427 (71% month, 81% YTD)	544 (66% month, 85% YTD)
429 (81% month, 95% YTD)	548 (81% month, 89% YTD)
430 (86% month, 81% YTD)	610 (76% month, 91% YTD)
433 (86% month, 93% YTD)	612 (86% month, 95% YTD)
439 (61% month, 83% YTD)	641 (61% month, 85% YTD)
446 (76% month, 85% YTD)	

100% for the month: 401, 404, 407, 523, 422, 431, 435, 428

Penn WEEKEND – 100% month, 95.68% YTD

Bombardier Transportation Services OTP (Brunswick & Camden lines) 94.17% month

Brunswick – 95.30% month, 95.36% YTD

AM eastbound OTP: 94.71%
PM westbound OTP: 95.77%

Trains below 90% (late more than twice, **red-bold lower than 80%**):

880 (71% month, 95% YTD)
883 (85% month, 85% YTD)

100% for the month: 874, 876, 890, 892, 871, 875, 877, 881, 891

Camden – 93.20% month, 93.87% YTD

AM westbound OTP: 89.68%
PM eastbound OTP: 94.56%

Trains below 90% (late more than twice, **red-bold lower than 80%**):

844 (86% month, 92% YTD)	849 (86% month, 95% YTD)
847 (86% month, 96% YTD)	848 (81% month, 88% YTD)

100% for the month: 850, 855, 856, 857, 859, 860



**MARC Train Service
Breakdown by Delays and Minutes
September 2016**

	Brunswick Line				Camden Line				Penn Line				Total Delays
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Total Delays
ACCIDENT			0%	0%			1%	1%	146	1	3%	0%	1
COMMUNICATION/SIGNALS	7	1	0%	0%	50	4	1%	1%	219	20	4%	7%	25
CREW	50	2	1%	1%	12	1	0%	0%	113	9	2%	3%	12
DISPATCHER/INTERFERENCE	208	9	4%	3%	255	21	5%	7%	1610	107	31%	37%	137
MECHANICAL	131	6	3%	2%	63	2	1%	1%	571	20	11%	7%	28
PASSENGER			0%	0%	47	3	1%	1%	203	21	4%	7%	24
SECONDARY DELAY	45	1	1%	0%	110	4	2%	1%	592	23	12%	8%	28
SECURITY			0%	0%			1%	1%	464	10	9%	3%	10
TRACK/CATENARY	16	2	0%	1%	7	2	0%	1%	123	14	2%	5%	18
WEATHER			0%	0%	40	4	1%	1%	32	5	1%	2%	9